



FY2018 WINTER PLAN: FREQUENTLY ASKED QUESTIONS

Q1. WHAT IS THE PURPOSE OF THE WINTER PLAN?

The Winter Plan is intended to ensure the District has a comprehensive and coordinated response to protect District residents experiencing homelessness from cold weather injury. The plan describes how District agencies and community providers coordinate to provide hypothermia shelter and other services.

Q2. WHAT CONDITIONS TRIGGER HYPOTHERMIA ALERTS?

Hypothermia services begin whenever the actual or forecasted temperature, including the wind chill factor, is 32 degrees Fahrenheit or below. DHS will also call an overnight hypothermia alert when: the temperature is forecasted to be 40 degrees or below AND the forecasted chance of precipitation is 50% or greater. Hypothermia season is November 1- March 31, although a hypothermia alert can be called outside of this period.

Q3. HOW IS A HYPOTHERMIA ALERT CALLED?

Daily consultations are held between the District’s Homeland Security and Emergency Management Agency (HSEMA) and meteorologists at the National Weather Service (NWS) in Sterling, Virginia to determine real time weather conditions and the likely conditions in the next 24 hours.

Before 7 AM each day, HSEMA and DHS determine whether a daytime alert should be called, beginning at 7:00 AM. The alert is called if the actual or forecasted temperature, including wind chill, is or will be 32 degrees Fahrenheit (F.) or below. When the alert is called designated severe weather and low barrier shelters remain open as warming spaces until the HSEMA calls off the alert. HSEMA and DHS will continue to monitor the NWS forecast throughout the day.

By 2:30p-3:00p each day, based on both real time and forecasted conditions, HSEMA and DHS make a determination on whether to call an overnight alert. The alert is called if actual or forecasted temperature, including wind chill, is or will be at/below 32 degrees Fahrenheit OR temperature is forecasted to be 40 degrees or below AND the forecasted chance of precipitation is 50% or greater. When the alert is called hypothermia shelters will be open from the evening until 6:59 am the next morning.

Q4. HOW CAN I DETERMINE IF THE ALERT IS ON?

Applications and Hotlines	Purpose
DC Shelter Hotline: (202) 399-7093 Mayor’s Call Center: 311	Persons experiencing homelessness may call to seek assistance. General public may also call to request help for someone in need of assistance.
Alert DC at dc.gov or at http://hsema.dc.gov/page/alertdc	Register for alerts through Alert DC, an emergency notification system that provides real-time information to help prepare for and respond to emergencies and disasters.
HopeOneSource at https://www.hopeonesource.org/dc//	Alert status posted via text message application that allows District social service providers to send blast service updates to registered users.

Q5. WHERE CAN I ACCESS SHELTER? FOR INDIVIDUALS

Type	Low Barrier	Seasonal & Alert Night
Men	801 East Adam's Place New York Avenue	Banneker Rec Center CCNV Kennedy Rec Center Sacred Heart Salvation Army
Women	Harriet Tubman Nativity Pat Handy Center	CCNV New Covenant Baptist Community of Christ Sherwood Rec Center
Co-Ed		Emery Rec Center King Greenleaf Rec Center

Low-Barrier Shelters – operate year round; may include additional capacity for hypothermia alert nights

Seasonal Shelters – open beginning the first night an alert is called, through March 31, 2018

Hypothermia Alert Night Shelters – open only on nights when an alert has been called. Sites in Recreation Centers open at 9:00 PM; sites in churches and community-based buildings open at 7:00 PM.

Overflow Shelters – operate only when all other shelters are near capacity and are not listed here to prevent individuals from seeking shelter at locations that are not open.

Q6. WHERE CAN I ACCESS SHELTER? FOR FAMILIES

Date/Time	Central Intake Location
Monday through Thursday, from 8:30a & 4:00p	Families seeking shelter should go to the Virginia Williams Family Resource Center at 920 Rhode Island Ave NE.
After 4:00p Monday through Thursday, all Fridays, weekends, holidays, and days DC government is closed	Families should call the DC Shelter Hotline at 202-399-7093

D.C. General, apartment style shelter, and motels under contract with DHS will serve as the primary placement sites for families seeking emergency shelter. All family shelter, including D.C. General and overflow motel placements, operates 24 hours a day.

Q7. WHERE CAN I ACCESS SHELTER? FOR A MINOR OR YOUTH

Contact the DC Runaway and Homeless Youth Hotline: (202)-547-7777.

This is the 24 hour hotline to call when an unaccompanied minor is identified (e.g., via street outreach or other system partners) or otherwise presents for assistance anywhere in the community. RHY Hotline staff will identify a staff person to pick up the minor within 30 minutes, conduct an initial screening, and determine appropriate next steps.

Q8. HOW DO I ACCESS TRANSPORT TO SHELTER?

On-demand transportation is provided only before and after timeframes for scheduled transportation. Call the DC Shelter Hotline at (202) 399-7093.

For scheduled transport, see tables below.

Note the following limitations when reviewing the schedules:

- All listed times are estimates, subject to change due to traffic conditions and winter weather challenges, including snow emergencies and ice. Safety is the primary concern;
- Destinations for morning transportation are subject to change based on availability of the site and/or actual numbers of persons seeking to go to a specific destination.
- Accessible transportation for persons with disabilities is provided upon request; and
- Unscheduled (on-demand) transportation outside of the schedule is limited, and subject to the conditions traffic conditions and winter weather challenges noted above.

Scheduled Transportation from Women's Shelter (Morning)		
Time	Pick Up Location(s)	Drop Off Destination(s)
6:30 am	Community of Christ @ 3526 Mass Ave NW*	Bethany Women's Center @ N St Village SOME @ 71 O St NW
6:30 am	Emery Recreation Center @5701 Georgia Ave NW	
6:30 am	King Greenleaf Recreation Center @201 N St SW	
6:30 am	Nativity Shelter @ 6010 Georgia Ave NW	
6:30 am	New Covenant Baptist Church @ 1301 W St SE*	
6:30 am	Sherwood Recreation Center @ 640 10 St NE	
6:30 am 7:15 am 8:15 am 9:00 am	Harriet Tubman @ DC General (Building 27)	Central Union Mission @ 65 Mass Ave NW Bethany Women's Center @ N St Village SOME @ 71 O St NW
6:45 am 7:18 am 8:00 am	Pat Handy Women's Shelter @ 810 5th St NW	Bethany Women's Center @ N St Village SOME @ 71 O St NW
*Hypothermia Night Shelter only. This site does not remain open after 7 am during hypothermia alerts.		

Scheduled Transportation to Women's Shelter or Day Services (Afternoon & Evening)

Time	Pick Up Location(s)	Drop Off Destination(s)
2:00 pm (Alert)	Bethany Women's Center @ N St Village	Pat Handy Center @ 810 5th St NW Harriet Tubman @ DC General Adams' Day Center @ 2210 Adams PI NE
4:00 pm	Bethany Women's Center @ N St Village (as well as 13th & G St NW; 9th & G St NW; North Cap & Mass Ave)	Harriet Tubman @ DC General
6:30 pm		Pat Handy Center @ 810 5th St NW Sherwood Rec Center @ 640 10th St NE New Covenant Baptist Church @ 1301 W St SE*
2:00PM (Non-Alert)	SOME @ 71 O St NW	Adam's Day Center @ 2210 Adams PI NE
2:00 p.m. (Alert)		Pat Handy Center @ 810 5th St NW Harriet Tubman @ DC General Adam's Day Center @ 2210 Adams PI NE
4:15 pm 5:45 pm	Adams' Day Center @ 2210 Adams PI NE	Harriet Tubman @ DC General (also serves New York Ave Men's Shelter and 801 Men's Shelter)
7:00 pm		Harriet Tubman @ DC General (also serves New York Ave Men's Shelter; Minnesota Ave & Benning Road NE; and 801 Men's Shelter)
6:30 pm	Sacred Heart Church @ 16 & Park Rd NW	Nativity Shelter @ 6010 Georgia Ave NW
7:30 pm 8:15 pm	Church of the Epiphany @ 13th & G St NW (as well as 9th & G St NW and North Capitol & Mass Ave)	Pat Handy Women's Shelter; Emery Recreation Center @5701 Georgia Ave NW Sherwood Rec Center @ 640 10th St NE; New Covenant Baptist Church @ 1301 W St SE * King Greenleaf Recreation Center @201 N St SW

*Hypothermia Night Shelter only.

Scheduled Transportation from Men's Shelter (Morning)

Time	Pick Up Location	Drop Off Destination(s)
6:30 am	Banneker Rec Center @ 2500 Georgia Ave NW*	SOME @ 71 O St NW
6:30 am	Kennedy Rec Center @ 1401 7 St NW*	
6:30 am	King Greenleaf Rec Center @ 201 N St SW*	
6:30 am	Salvation Army @3355 Sherman Ave NW*	
7:15 am	Emery Rec Center @ 5701 Georgia Ave NW*	
6:30 am 7:15 am 8:15 am	Adams Place Men's Shelter @ 2210 Adams Place NE	SOME @ 71 O St NW
9:00 am		Central Union Mission @ 65 Mass Ave NW Church of the Epiphany @ 13 & G St NW
6:30 am 7:15 am	801 East Men's Shelter, @ 2700 MLK, Jr. Ave SE	Central Union Mission @ 65 Mass Ave NW SOME @ 71 O St NW Church of the Epiphany @ 13th & G St NW
8:30 am		Minnesota Ave & Benning Road NE Adam's Day Center @ 2210 Adams PI NE Church of the Epiphany @ 13 & G St NW Thrive DC @ 1525 Newton St NW
9:00 am 11:30 am		Adam's Day Center @ 2210 Adams PI NE SOME @ 71 O St NW Central Union Mission @ 65 Mass Ave NW Church of the Epiphany @ 13 & G St NW
6:30 am 7:15 am 8:15 am		New York Ave Men's Shelter @ 1355-57 NY Ave NE
9:00 am	Adam's Day Center @ 2210 Adams PI NE Central Union Mission @ 65 Mass Ave NW Church of the Epiphany @ 13 & G St NW	

*Hypothermia Night Shelter only. This site does not open after 7 am during hypothermia alerts.

Scheduled Transportation Men's Shelter & Day Services (Afternoon & Evening)

Time	Pick Up Location(s)	Drop Off Destination(s)
2:00 pm (Non-Alert)	SOME @ 71 O St NW	Adam's Day Center @ 2210 Adams PI NE
2:00 pm (Alert)		Adams Place Men's Shelter New York Ave Men's Shelter 801 East Men's Shelter Church of the Epiphany @ 13th & G St NW
3:30 pm	Adam's Day Center @ 2210 Adams PI NE	New York Ave Men's Shelter Covenant House @ 7 New York Ave NE 13 th & G Street NW
4:15 pm 5:45 pm		New York Ave Men's Shelter 801 Men's Shelter (also serves Harriet Tubman @ DC General)
7:00 pm		New York Ave. Men's Shelter Minnesota Ave and Benning Road, NE 801 East Men's Shelter (also serves Harriet Tubman @ DC General)
4:30 pm 5:30 pm 6:30 pm 7:30 pm 8:00 pm	North Capitol & Mass Ave. NE	Covenant House @ 7 New York Ave NE New York Ave Men's Shelter Adams Place Men's Shelter
4:30 pm 6:30 pm 7:30 pm 8:30 pm	Church of the Epiphany at 13 & G St NW	Adams Place Men's Shelter
		801 East Men's Shelter
		New York Ave Men's Shelter
6:30 pm	Church of the Epiphany at 13 & G St NW	Salvation Army @3355 Sherman Ave NW*
6:45 pm	Sacred Heart Church @ 16 & Park Rd NW	Church of the Epiphany @ 13 & G St NW
*Hypothermia Night Shelter only.		